

In the Abstract:

Please delete the abstract on file and substitute therefor:

B1 --A system for providing technical support for remote automation or remote control devices, the system including: a device identifier (35), for determining components of predetermined automation or control devices, such as for example programmable logic controllers, indicated in a device database (33), by periodically querying the devices for component hardware, software, and firmware, and for providing thereby the device database (33) with component identifications for the predetermined devices; and a device configuration manager (36), responsive to the component identifications and further responsive to available device components in a database (34) of available device components, for comparing the installed and available device components and for providing an offer to upgrade installed device components; and also typically including a system diagnostics manager (32), responsive to the component identifications, and further responsive to diagnostics information in a diagnostics database (31), for providing device status queries, and for updating the diagnostics database (31).--
